

6A3 ON HWY 77
A56
1996/97

STRENGTHENED INDIVIDUALS AND FAMILIES IN JUST AND SUPPORTIVE COMMUNITIES

In support of this Vision, Family Services will endeavor to achieve the following Ends:

- Increase competency and skills to solve problems, make decisions, and cope with daily life stresses.
- Relationships free of violence and a community that does not tolerate violence in the home or the community
- Strong communities capable of meeting their own needs, and working together in social action.
- Expanded knowledge for service providers and the community at large.
- Public policy framed on equality and social justice and which strengthens individuals, families and communities.

Approved by the Board of Directors, May 1995

Member Agency of:
Ontario Association of Credit Counselling Services
United Way of Burlington, Hamilton-Wentworth
Ontario Home Support Services Association
Canadian Council on Social Development
Family Service Ontario
Family Service Canada
ONTCHILD



A United Way Member Agency

Family Services

OF HAMILTON - WENTWORTH INC.

ANNUAL REPORT

1996/97

Family Services

OF HAMILTON - WENTWORTH INC.

President Sheila Sammon
Vice-President Dominic Verticchio
Secretary Elaine Eastman

DIRECTORS

Vish Bagal
Frank Bourtzis
Sondra Cornett
David Doel
Beverly Galassi
Katerina Kun
Patty Lawlor
Neville Nunes
Rosemary Russell
Dave Zych

MANAGEMENT TEAM

Executive Director Elaine Eastman
Manager, Counselling & Contract Services Anna Allevaro
Manager, Credit Counselling & Financial Services Art McLean
Manager, Child & Youth Services Terry Henry
Executive Assistant Ingrid Spence

STRENGTHENED INDIVIDUALS AND FAMILIES
IN JUST AND SUPPORTIVE COMMUNITIES

Charitable Registration Number: 13282-0382RR



ACCOMPLISHMENTS

1996-97

COUNSELLING SERVICES

MEMBERS/DONORS

Achieving personal empowerment is at the very centre of our work. A sense of empowerment mobilizes people to create and act on solutions and our services help consumers develop the tools they need. Support is also provided to the culturally diverse community in the form of counselling services and community development activities based on self-defined needs. Services are offered to:

- survivors of woman abuse
- child/adolescent witnesses of woman abuse
- individuals and families who have experienced a traumatic event or who are in crisis due to family breakdown, personal loss, suicidal behaviour, stress or challenges to mental health
- male and female survivors of sexual abuse

Program Highlights:

- successful stabilization of community counselling program with funding from the United Way and Region
- staff participated in a self-directed team workshop
- implementation of Self-Directed Team Model
- re-established community counselling services in Dundas and Waterdown
- designed and delivered new groups in the woman abuse and child/adolescent witness program
- implemented a pilot project on advocacy services for woman abuse survivors

FAMILY LIFE PROGRAM

For almost 75 years, Family Services of Hamilton-Wentworth has offered a range of services designed to support individuals and families throughout their lives. This includes services for preschoolers with special needs and their families; support to families to improve parent-child relationships; residential care for youth 12 to 18 years of age; counselling services to individuals, couples, families, abused women and child/adolescent witnesses of woman abuse; home support for isolated elders; and credit counselling to help people improve their financial management skills.

Preschool children receive individual and group programming within an integrated therapeutic child care setting. Parents can access a variety of service options (training in the classroom and in the home; therapeutic, educational and support groups; counselling) to enhance their parenting skills, improve their coping mechanisms and learn to effectively use community resources. Advocacy, brokerage and linkage services are also available.

Program Highlights:

- due to increased demand, this program was expanded during the past winter giving us the capacity to accommodate 48 children.
- 95 preschool children enrolled in preschool program, 12 with special needs requiring assistance from a Resource Teacher
- served 29 special needs families through HUB
- Christmas Sponsorship Program provided food, clothing and/or toys for 84 families
- in collaboration with Hamilton-Wentworth Housing Authority, surveyed residents in four housing communities to determine need for services that could be provided through local "community houses". In the coming year we will be working with a steering committee to develop a proposal for collaborative initiative in partnership with several other service providers.

ACTIVE MEMBERS

Vish Bagal	Wanda Harmon	Wanda Harmon
Cathy Bernard	Katerina Kun	Katerina Kun
Claire Brennan-Kisilinsky	Leah Lafiviere	Leah Lafiviere
Dr. Mark Cornfield	Patty Lawlor	Patty Lawlor
David Doel	Mel Madamba-Wakeham	Mel Madamba-Wakeham
Elaine Eastman	Peggy McCombe	Peggy McCombe
Beverly Galassi	Neville Nunes	Neville Nunes
	John Vedell	John Vedell
	Dave Zych	Dave Zych

SUSTAINING MEMBERS

Alice Cannon	Dr. Laurie Cragg	Dr. Laurie Cragg
Sondra Connell	Dr. Martin Johns	Dr. Martin Johns
Jean Cragg	Dr. D. Sprung	Dr. D. Sprung

ORGANIZATIONAL MEMBERS

Catholic Children's Aid Society	Hamilton Urban Core	Hamilton Urban Core
Children's Aid Society	St. Joseph Immigrant Women's Centre	St. Joseph Immigrant Women's Centre
Community Child Abuse Council	Sullivan-Reeves Financial & Ins. Services	Sullivan-Reeves Financial & Ins. Services

LIFE MEMBERS

Don Cannon*	Dr. Martin Johns	Dr. Martin Johns
Sondra Connell	Barry McCorquodale	Barry McCorquodale
Larry Enkin	Leon Price	Leon Price
Fern Gue	Canon Joe Rogers	Canon Joe Rogers
	Mel Spencer	Mel Spencer
	Marilyn Vallance*	Marilyn Vallance*

*Deceased
Memberships as of May 31, 1997

NORTHCREST YOUTH CENTRE

BANKRUPTCY SERVICES

provides short and long term therapeutic residential programming for adolescents (in care of local Child Welfare agencies) who have experienced one or more of the following:

- family breakdown
- physical, sexual or emotional abuse
- emotional or behaviour disorders
- conflict with community or social authorities (parents, schools, police)

Program Highlights:

- 26 children in residence (8 long term, 22 short term)
- all children attended Section 27 classroom
- assisted 22 families to re-establish supportive relationship with their children

HOME SUPPORT SERVICES

"Helping older adults remain independent in their homes and active in their communities."

Since 1981, our friendly visiting service has provided companionship, friendship and support services to many seniors in our community through the work of thousands of volunteers who are carefully screened, trained and matched. Other services provided by the Program Coordinator include information, referral and linkage to other community resources, case management and case advocacy.

The reshaping and restructuring of the health and social service sectors continues to escalate the reliance on community support services and the use of volunteers. Emphasis on risk management and ensuring that adequate policies are in place for the protection of our consumers, volunteers and paid staff will continue to be a central focus of our attention in the coming year.

Program Highlights:

- successful collaboration with several agencies involving the design and delivery of a central volunteer training program in Ancaster
- exploration of other prospective joint projects in the areas of policy development and volunteer training and recruitment
- special attention to volunteer recruitment from our diverse communities
- delivery of workshops and provision of consultation on issues pertaining to volunteer program management
- several student placements which facilitated the completion of client and volunteer evaluations

DONATIONS

Elaine Saunders	Household Finance
David Schutz	Hudson's Bay,
Sears Canada Inc.	Zellers, Simpsons
Sears Employees	K-Mart Card Services
Charitable Fund	Mel Madonna- Wakeham
St. Vincent de Paul	Leona Milloy
& Ins. Serv.	William Moore
Sunningdale Public	Donna Morton
School	National Bank
Superior Acceptance	National Bank of Canada
Summit Direct -	National Retail
Hamilton	Canada
T. Eaton Acceptance Co.	National Credit
Avco Financial	Credit Serv.
Vish Bagal	Nelson Steel
Bank of Montreal	Neville Nunes
Bank of Nova Scotia	Overhead Crane
Beneficial Canada	Services
C.I.B.C.	Dr. Mark Cornfield
Canada Trust	Laurie & Jean Cragg
Canadian Tire	Dofasco Employees
Alice Cannon	Elaine Eastman
Citibank	Esso Card Centre
Sondra Cornett	H-W Region
Dr. Mark Cornfield	Legal Services
Laurie & Jean Cragg	Terry Henry
Dofasco Employees	
Elaine Eastman	
Esso Card Centre	
H-W Region	
Legal Services	
Terry Henry	

GIFTS-IN KIND

Airways Transit Service J.D.	Household Finance
Amex Bank of Canada	J. Armogan
K-Mart Card Services	Mel Madonna- Wakeham
Leona Milloy	Leona Milloy
William Moore	Donna Morton
Donna Morton	National Bank
National Bank of Canada	National Bank of Canada
National Retail	National Credit
Canada	Credit Serv.
National Credit	Nelson Steel
Canada	Neville Nunes
National Credit	Overhead Crane
Credit Serv.	Services
Nelson Steel	Dr. John Vedell
Neville Nunes	World's Finest Shows
Overhead Crane	Dave Zych
Services	
Dr. John Vedell	
World's Finest Shows	
Dave Zych	

RECIPIENTS OF THE 1997 DONNA ROCKEL CHILD & YOUTH CARE WORKER AWARD

Hangama Admadzai	Andrea Roherge	Nelson Mota

1996/97 FAMILY FUN FAIR SPONSORS

Oldies 1150	102.9 K-Lite FM
Sears, Centre Mall	850 CHAM
Centre Mall	Eastgate Square

ANNUAL MESSAGE

from the President and Executive Director

It seems appropriate that this annual message should be co-authored by the President and the Executive Director of Family Services. This is an era of collaboration. Collaborators often bring distinct perspectives to a project but work to accomplish a common goal. In this endeavor, the President and Executive Director bring unique views, one of governance and one of management, each with a concern for and commitment to the agency and each with a distinct function to serve. We also bring different historical perspectives; Sheila has a sense of agency history to season the current debates and Elaine, as the relatively new Executive Director with a planning background, brings an analysis of present to prepare for the future.

We have seen the agency move through a time of tremendous change where the agency has suffered many losses of staff, of programs and of financial resources. Throughout, the board members, staff and volunteers have continued to demonstrate their dedication and commitment to the agency and to the people we serve. We have witnessed tremendous resilience and creativity on the part of staff who have maintained a deep respect for the clients of the agency. We have not lost sight as to why we are here.

We have worked with board members who have been prepared to struggle with difficult issues. These women and men have spent many hours debating agency policy within the context of the agency's mission, recognizing their accountability to our clients and the community. This is a board that has had to make difficult decisions and has done so with integrity.

For the past 74 years, the ability to be innovative and flexible has enabled Family Services to respond to changing community trends and needs, adapting services to meet them. To enable us to continue this tradition as we move into the future, we have renewed our focus on a strong agency identity and a commitment to improved efficiencies and effectiveness.

As we look forward to the next millennium and our next quarter century, we will continue to build on our history of working cooperatively with community partners, collaborating to ensure that services are provided to those in need and striving to improve access for people from diverse communities.

Respectfully submitted,



Elaine Eastman

The above data is drawn from the agency's financial statements audited by Coopers and Lybrand. The complete audited financial statements are available upon request.

Sheila Sammon
President

Elaine Eastman
Executive Director

A short goodbye from Sheila

After three years as President of Family Services, I want to thank everyone for their cooperation and support. I have had the privilege of working with highly motivated board members and two dedicated Executive Directors. I have enjoyed myself and I have learned. I am delighted to see Dominic Verticchio move into the role of president. Dominic brings with him years of community, administrative and service experience. He has been an active board member who weighs issues carefully. I am sure he will successfully help to launch the next quarter century of Family Services contribution to this community.

CONDENSED FINANCIAL OPERATING STATEMENT

INCOME	1995/96	1996/97	
Government Sources	1,800,805	1,604,427	
United Way	434,893	412,440	
Fees for Service	768,387	784,647	
Donations/Fundraising	208,928	201,938	
Other	36,586	34,980	
TOTAL	3,249,599	3,038,432	
EXPENDITURES			
Personnel Costs	2,731,735	2,523,391	
Occupancy	208,369	182,615	
Transportation	53,852	52,187	
All Others	300,454	297,999	
TOTAL	3,294,410	3,056,192	
SURPLUS/(DEFICIT)			
Webber Avenue Property Expenses	(10,046)	(NIL)	
Restructuring Costs	NIL	(96,515)	
NET EXPENSES FOR THE YEAR	(54,857)	(114,275)	
YOUTH RESIDENCE-Resident days			
COMMUNITY SERVICES			
(Services to individuals, groups and institutions in the community) Public education/training Community planning and coordination	1,167 1,915 1,784	1,958 1,915 1,784	
Total this section	3,082	2,742	

SERVICE PROVIDED

(BRIEF SUMMARY)

	Units of Service reported in client service hours unless otherwise specified	1995/6	1996/7
TOTAL NUMBER OF FAMILIES SERVED	3,746	4,039	
TOTAL NUMBER OF CLIENTS SERVED	6,445	7,422	
COUNSELLING SERVICES			
Individual, Couple, Family Counselling*	4,353	1,920	
Woman Abuse and Child Witness	4,657	5,563	
Total Hours of Service	8,990	7,483	